

Tenant replacement process

Step 1

Tenancy Takeover Terms & Conditions

Our terms and conditions for existing tenants who wish to go through the tenancy takeover process are:

- Tenancy takeovers are only available for academic year bookings of 16 weeks or more
- Tenancy takeovers will only be processed within the permitted period which starts one month after the Tenancy Start Date and two months before the Tenancy End Date
- An existing iQ resident cannot be used as a legitimate replacement tenant
- Any rent arrears should be cleared before starting the replacement process
- We don't charge any fees for processing a tenancy takeover
- It is the responsibility of the original tenant to ensure the room is handed over in a suitable condition for the new tenant to take occupancy - if iQ incurs any cleaning costs, these will be recharged to the outgoing tenant
- All tenancies commence and end on Saturday, however there must be one business day between the original tenant moving out and the replacement moving in to allow for the turnover of the room - the relevant site team will confirm the official release date from your contractual obligations under the Tenancy Agreement
- The outgoing tenant remains liable for all rent due until the contract start date of the replacement tenant; the original tenant will be released from contractual obligations only once the replacement has signed their tenancy agreement, paid any rent due and moved into the property; any outstanding rent credit will be refunded to the outgoing tenant within 28 days of the replacement tenant moving in

Step 2

Replacement Tenancy Information

Once a replacement tenant is found, the original iQ tenant should email the site teams confirming the following details:

About the original tenant:

- Room number
- Agreed replacement contract start date

About the replacement tenant:

- Title
- First Name
- Surname
- Date of Birth
- University & Course Studying
- Year of Study
- Email Address
- Phone Number

Please give at least one week's notice of any tenancy takeover to ensure our team have enough time to create the new booking.

Step 3

Contract & Payment

Once we've created the new booking, we will be in touch with both parties. The new student will need to follow the provided instructions and complete the booking journey, accept the contract and make payment. As part of the booking journey, they will need to pay a booking fee, which will be allocated towards the rent payment.

Step 4

Check In

The original tenant is liable for the full length of the contract until the replacement has completed the booking, made the payment, and collected the keys.